

HEXAWARE

Enhancing Collaboration with CMDB Redesign and Framing the Right Enterprise Platform Strategy

Getting future-ready and maximizing business value

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

The client is a global industrial technology company focused on smarter transportation and mobility. They have a portfolio of eight operating countries, and their pioneering solutions advance safety, security, efficiency, and sustainability worldwide.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client was struggling to match the needs of the business at speed and was looking to redesign its Configuration Management Database (CMDB). The major pain points holding them back were:

- Lack of process transparency, control, and responsiveness to stakeholder needs with decentralized governance
- Generic requests to order and manage most of the infrastructure components and respective access
- A legacy portal lacking appropriate taxonomy
- Inadequate CMDB data quality and process ineffectiveness
- Lack of CMDB & Hardware Asset Management (HAM) checkpoints leading to unauthorized changes and administration
- No clear roadmap aligned with the ServiceNow platform extension



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Hexaware stepped in to frame a strategic plan aligned with the client's business goals for enterprise platform adoption. The goal was to deliver a healthy Configuration Management Database (CMDB) design for improved collaboration. The methodology involved an 8-week end-to-end environment assessment of 15+ systems and business services. The Hexaware team of experts:

- Assessed the configuration management process to find all pain points along with data sources and data quality.
- Measured operational process maturity with data hygiene (completeness, correctness, and compliance).
- Suggested integrating IT systems with the Configuration Item (CI) Data Model for operationalized and automated CMDB.

- Ensured alignment with industry standards using best practices to drive process synergies.
- Established controls to audit and monitor CMDB modifications along with access-based checkpoints.
- Carved out a roadmap for platform extension to IT Operations Management (ITOM), IT Asset Management (ITAM), and the SecOps module.



Benefits

Client	
Challenge	
Solution	
Benefits	56% Improvement in CMDB data quality handshaking with other ITSM processes 40% Alert reduction in the 1st year owing to event correlation & automation
Summary	



Summary

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| **Summary**

The client benefited from the comprehensive solution that integrated IT systems with the Configuration Item (CI) Data Model for the operationalized and automated CMDB. They realized a 56% improvement in CMDB data quality and a remarkable 40% improvement in change lifecycle execution. The journey helped them understand the model for CMDB implementation and asset management, enhanced collaboration, and carved out a workable roadmap for enterprise platform adoption.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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